GTBANK CARD DISPUTE FORM



*Please note th	nat all sections most	be completed.	CARD TYPE	erCard	
		BLOCK/CAPITAL LETTERS			
*CARDHOLDER'	S NAME:				
* CARD NUMBER ((last four digit	· — — —		
* ACCOUNT NUMB	ER:	* HOUSE	ADDRESS:		
* EMAIL ADDRESS:	<u> </u>	* MOBILE NUMBE	R:		
Ple	•	section below by putting "X" in the relevant boxes he box that best explains your dispute		Put "X "in relevant Box	
POS/W					
I have neitl	her executed nor aut	horized the following transaction(s)			
	I have been charged more than once for the following transaction(s) on my card I have not received the Goods /Services paid for with my card. I am enclosing a copy of the receipt I				
		ard but I was still charged. I have attache			
nave cance	nea payment on my o	ara bat i was still onal gea. I have attache	a the accument(s)		
АТМ					
I did not re	ceive any cash from	the ATM for the debit on my card			
		pited on my card (state amount receive	-		
		once for the same transaction on my ca	ard		
l did not partic elow are releva		ATM transaction on my card			
Transaction	Transaction	Merchant Name/Loca	Merchant Name/Location ***E		
Date	Amount			Number (STAN)	
** Bank Docum the branch	nent Number is a 10-c	digit number available on your stateme	nt or confirm from the	e CIS Officer in	
		e is genuine and can be held responsib	le for any irregularitie	es in the	
<i>mormation pro</i> ¹ Cardholder's Sigr	ovide to the bank.		Date		
		ho completed	Date:		
	nat all sections most	ье сотринеа.			
Official use only: Card Sighted:		Card Hot listed:	otlist card only if fraud was r	eported	
Officer Name		Signature & Stamp			

For more transaction information please write in the space below:					
² Cardholder's Signature: Date:					
disputed transactions, kindly forward the stamped pages of your recent International passport which must					
be signed by the Customer Information Service (CIS) Officer stating that the original had been sighted. (For					
international transactions only)					
We shall request for documentation of the disputed transaction(s) from the merchant(s) involved. Our investigation may take up to 90 days to conclude.					
The results of the investigation will be communicated to you in the final notification letter which you will receive from the Bank.					
We empathize with your situation and kindly ask you to bear with us in order for us to carry out a thorough and satisfactory investigation.					
We thank you for banking with GTBank while we assure you of our efficient services always.					
E-Business(Name&Signature) OPS HEAD (Name&Signature)					
For more information, please contact us on: E-mail: cardservices.tz@gtbank.com Telephone: (+255)222772504 or (+255)222772533					

Unauthorized transactions are advised to be reported within 30 days after the transaction date *Please note that all sections most be completed. Incomplete form will be rejected and not processed